

mentor report

by Malik Miah

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Name: Malik Arosh Miah
Student Code: 2107169

Module Code/s: BMIH4002 and BMIH4006
Module Name/s: Food and Beverage Operations and
Operating Hotel Facilities

Placement Feedback from Professional Mentor

Practical Tasks Evaluation

BMIH4002 & BMIH4006

Student Name:	Malik Arosh Miah
Student Number:	2107169
Placement Hotel:	Leeds Marriott Hotel
Professional Mentor:	Jayne Uren, Andrew Hone, Catherine Pitts, Kieran Madden
Placement Tutor:	Lynsey Hooper
Hours Completed:	112 (16 hours a week x 9 weeks)

Skills Matrix

In the grid below: U=Unsatisfactory; S=Satisfactory; G=Good; VG=Very Good; E=Excellent/Exceptional

Ideally, the Professional Mentor will discuss this evaluation with the student at the start, in the middle and at the end of the placement.

Please use the descriptors of competence for all levels and across all four skill areas as provided in the practical tasks criteria to inform your evaluation of the student's performance during their time on placement.

Competence	Definition	U	S	G	VG	E
Time Management, Behaviours and Attendance.	Manage time effectively and display a hospitality mindset in order to achieve goals. Complete required hours.					V
Communication	Use speech, writing, non-verbal methods and technology (where applicable) effectively to present and exchange opinions, ideas and information.					V
Team Working	Build effective working relationships and collaborate with others.					V
Personal Enterprise	Use problem solving to respond to opportunities to improve own performance and work processes.					V

Professional Mentor Statement

How has the student contributed to your team/organisational goals? Please provide specific examples and see the Placement Evaluation marking criteria and additional guidance for details and descriptors.

Jayne Uren, Human Resources Manager

Malik arrived at the induction and just embraced the Marriott culture, he had no challenges with anything presented to him, and he just fit in. He embraced the Marriott way and adapted to all of the three roles presented to him, Housekeeping, Conference & Events and Food & Beverage. He helped with the linen room to ensure sufficient stocks were available to the housekeeping teams, he also assisted with setting banqueting, service, relaying and focusing on customer's needs.

He had impeccable attendance and he just slotted into the hotel as though he was a Marriott Associate. The feedback received from Andrew Hone was that he wanted him to stay in his department for the 9 weeks, which is a fantastic compliment to Malik, however to gain the most from this opportunity he had to move departments.

Andrew Hone, Conference & Events Manager

Malik was extremely efficient and did a great job to the best of his ability when on shift in C&E. He did exactly what was directed and worked to a high standard. He even managed to get himself a name mention from a conference we had in! He understood our business needs and executed his work very well. His attitude was good and he was very punctual.

Lurdes Ferreira, Assistant Housekeeper

Was able to work on his own using his initiative as during the days he was on shift, he went up to the floors to make sure the linen baskets from B-wings were emptied ready for the next day. He has helped by supporting the linen porters with linen distribution around the hotel to different floors. Mopped and cleaned sprinkler rooms

Malik showed a huge amount of interest in the work placement, which was great to see.

Caitlyn Flannagan, Restaurant Supervisor

Malik was an amazingly hard worker, nothing was too much for him. He really got on well with all the team, and was amazing with our guests.

I would happily have him as a member of our team.

Signed:	
Professional Mentor (please print):	Jayne Uren, Human Resources Manager
Date:	29 th June 2022